



USAID/PAKISTAN WATER GOVERNANCE AND CAPACITY BUILDING SUPPORT ACTIVITY

Contract Number: 72039119C00001

QUARTERLY PERFORMANCE REPORT

Period of Performance: 16/04/2019 - 10/15/2021

Date of Report submitted to USAID: 07/31/2021

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ACRONYMS

CDWP	Central Development Working Party
CMO	Chief Municipal Officer
CoP	Chief of Party
COR	Contract Officer Representative
COVID-19	Corona Virus Disease 2019
CSO	Civil Society Organization
CLC	Citizen Liaison Cell
DC	Deputy Commissioner
DD	Deputy Director
GOP	Government of Pakistan
GOS	Government of Sindh
HANDS	Health and Nutrition Development Society
HLPS	High Lift Pumping Station
IT	Information Technology
LGD	Local Government Department
LLPS	Low Lift Pumping Station
M&E	Monitoring and Evaluation
MCJ	Municipal Committee Jacobabad
MGD	Million Gallon per Day
M-MIS	Municipal-Management Information System
MSP	Municipal Services Project
MWC	Mohalla WASH Committees
O&M	Operation and Maintenance
P&D	Planning and Development
PDWP	Provincial Development Working Party
PPP	Public Private Partnership
RFP	Request for Proposal

SEPCO	Sukkur Electric Power Company
TCI	Techno-Consult International Pvt. Ltd.
UC	Union Council
USAID	United States Agency for International Development
USPCASW	U.S.-Pakistan Center for Advanced Studies in Water
WASH	Water, Sanitation, and Hygiene
WFP	Water Filtration Plant
WGCB	Water Governance and Capacity Building
WSP	Water Safety Plan
VE	Violent extremism

1. ACTIVITY OVERVIEW

Activity Name:	Water Governance and Capacity Building (WGCB) Support
Activity Start Date and End Date:	April 16, 2019 to October 15, 2021
Name of Prime Implementing Partner:	Health and Nutrition Development Society – HANDS
[Contract/Agreement] Number:	72039119C00001
Total Estimate Cost:	USD 2,053,426
Major Counterpart Organizations engaged or supported:	Municipal Committee Jacobabad (MCJ) and Sindh Local Government Department (LGD)
Geographic Coverage (provinces and districts):	Sindh (Jacobabad)

2. EXECUTIVE SUMMARY

This report narrates the activities carried out under the Water Governance and Capacity Building (WGCB) support activity during the period April – June 2021 and its achievements towards its purpose i.e. “to build the capacity of Jacobabad Municipality in order to maintain, operate and sustain its water supply system built with USAID funding and the broad-based citizens’ engagement in decision making”.

During the reporting period, the technical team of WGCB continued its assistance to the Municipal Committee Jacobabad in the operation and maintenance of the water supply system. As a result, MCJ supplied water to all six zones of the city. Given the challenges of assets ownership and longer power breakdown, MCJ was able to meet the demand of all connected houses at a level of 25%, 14%, and 24% in April, May, and June 2021 respectively. Besides, the technical team also conducted water testing in the laboratory and monitored the quality of water regularly. It has been reported during the quarter that 228 water samples were tested from all locations across the system from the Khirthar canal to the treatment plant. The pH, turbidity, and TDS at all locations were within NEQs standard. However, in the absence of a chemist, no sampling could be made at the end-user level and no bacterial tests were conducted.

The program kept close liaison with MCJ, MSDP, and Deputy Commissioner Jacobabad and continued following up on matters related to the smooth O&M of the water supply system. As a result, a long-awaited milestone of handing/taking over of the water supply system between MSDP and MCJ was completed and the formal signing was done on 14th April 2021 duly signed by Administrator MCJ and Program Director MSDP. The handing/taking over of water supply included the transmission loop, water distribution system of all six zones and complete water treatment plant.

A Municipal MIS comprised of six modules of Billing Management, Lab Reporting, O&M of the Water Supply System, Complaint Management, and Asset Management has been jointly developed by the WGCB program and MSDP. During reporting quarter, the plan of MIS implementation was rolled out through an orientation and training of MCJ staff. Subsequently, hand-holding of notified staff of MCJ continued in all six modules of the MIS.

Civic engagement activities continued through women and men Mohalla WASH Committees, health & hygiene sessions with citizens of the city, cable TV network, and Community Rabta groups on WhatsApp. In this regard, the social mobilization team attended 275 (72%) meetings of MWCs and by exceeding the target conducted 370 health and hygiene sessions against the planned 192 sessions. As such school WASH club meetings and activities could be held due to the continuous closure of schools because of the COVID-19 pandemic situation.

Since MCJ is ready to start billing the water supply services, hence focus of civic engagement activities was diverted towards “pay for water services campaign”. In this connection, specific groups from different segments of the society were identified and some 82 stakeholder meetings were conducted to motivate the community for payment of water services. Earlier, the pay for water services campaign was launched by MCJ by inviting notables of the city in a seminar. In the seminar, Administrator Municipal Committee Jacobabad communicated a clear and loud message to the citizens of Jacobabad that they shall pay for water services so that MCJ can smoothly operate and maintain the water supply system and ensure meeting the water supply demand of city.

It is to highlight here that a USAID mission led by Mr. James Parys – the Deputy Mission Director Sindh & Baluchistan along with Mr. Hafeezullah Samo – COR WGCB and other fellows also visited Jacobabad water supply scheme in May 2021 and held meetings with MCJ, MSDP, WGCB, Community representatives, and DC Jacobabad.

Again, some of the challenges continuously hampering the progress of the program continued this quarter which includes; Lack of Technical Staff at MCJ, the COVID-19 pandemic situation, and the electric power breakdown. These challenges are beyond the program's control and are seriously affecting progress towards achieving the WGCB program objectives.

3. ACTIVITY IMPLEMENTATION PROGRESS

3.1 Component – 1: Technical and Operational

The objective of this component is to improve the capacity of Municipal Committee Jacobabad so that it can operate, maintain, and sustain the newly established water supply system. The water supply system includes the following:

- 1) Distribution System Management
 - a. Operations and water pressure management
 - b. Routine repairs and maintenance throughout all portions of the system
 - c. Non-Revenue water tracking and reduction
- 2) Treatment Plant Operations
 - a. Water chemistry/laboratory capacity
 - b. Supply Chain Management for consumables
 - c. Treatment process control

Earlier, Techno Consultant International Pvt. Ltd. (TCI) was engaged through a subcontract agreement to carry-out the activities under “Technical and Operational” component of the program. However, the level of effort of TCI concluded on 28th February 2021 and the on-the-job training and hand-holding was continued by WGCB technical team.

3.1.1 On-the-Job Training to MCJ Staff

Earlier in February 2020, the capacity needs assessment report, duly developed and submitted by TCI, was approved by USAID. The needs assessment report described the level of skills required to perform a specific jobs and the gaps between the desired and available competencies for the effective performance of the job according to the previously developed job descriptions. Based on the needs assessment report, a training plan was developed, rolled out and implemented for MCJ staff till Dec 2020.

Since engagement of TCI team concluded on 28th February 2021 hence technical team of WGCB continued hand-holding of the MCJ staff for smooth operation and maintenance of the water supply system.

3.1.2 Technical Assistance to MCJ for O&M of the System

The technical team of WGCB program continued providing assistance to O&M staff of MCJ in performance of the following tasks for management of water supply operations.

- 1) Water pumping from LLPS, HLPS, and WFP – Daily basis.
- 2) Managing the water supply schedule and related data collection on water supply to all six zones – Daily basis.
- 3) Asset Preventive and Regular Inspection Checklists
- 4) Water quality lab testing
- 5) Treatment plant process control
- 6) Monitoring of reduction in downtime of water supply
- 7) Tracking in reduction of Non-revenue water.

8) Handing/taking over process between MSDP and MCJ

It is significant to state here that during the reporting period, most the O&M related data of the water supply system has been started being recorded in O&M module of the Municipal MIS. This includes the data of pumping at LLPS, HLPS, and filtration plant, and water supply data of overhead reservoirs in the distribution network. The relevant staff of MCJ is being trained in using the MIS and the hand-holding continues.

3.1.3 Water pumping from LLPS, HLPS, and WFP – Daily basis.

During the reporting period, the summary of amount of water pumped from the system and supplied to end-users is given as under and the detailed reports are enclosed as annex-I and annex-II.

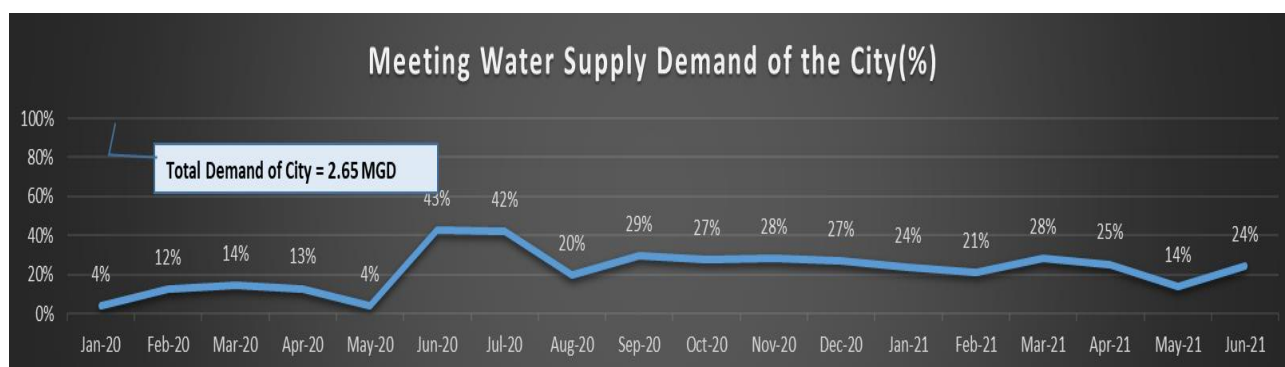
Table-1: Summary of Amount of Water Pumped and Supplied in MG (Apr – Jun 2021)

Description	Apr-21		May-21		Jun-21	
	Total	Avr. Per Day	Total	Avr. Per Day	Total	Avr. Per Day
Low Lift Pumping	0.78	0.03	12.79	0.41	31.26	1.04
High Lift Pumping	20.59	0.69	11.68	0.38	22.50	0.75
Water Filtration Plant Pumping to OHRs	19.98	0.67	11.47	0.37	22.03	0.73
Supply to Zones	20.01	0.67	11.34	0.37	19.27	0.64
Meeting Water Demand (%)		25%		14%		24%

It is to state here that the current amount of water demand per day for all six zones of the city is 2.65 MGD and during reporting period the system operations has met the demand as 25%, 14%, and 24% respectively in April, May, and June 2021.

It can be seen in table-1 above that the pumping at LLPS, HLPS, and WFP is far less than the capacity of the installed pumps at these stations. Huge power breakdown, unstable voltages, and non-operational backup generators are the key reasons that the pumping is not made as per requirement and capacity of the installed pumps.

Currently, total demand of all six zones is 2.65 MGD. Following line chart shows us the month wise trend of meeting the demand of the city in last eighteen quarters.



3.1.4 Preventive Maintenance of the Water Supply System

As part of the capacity building of Municipal Committee Jacobabad, the WGCB team has been providing technical assistance to MCJ and last quarter developed following preventive maintenance and asset inspection checklists for the water supply system. This included the checklists for; Electric Motors, Centrifugal Pumps, Deep Well Turbine Pumps, Transformers, Diesel Generators, Clarifier & Flocculation Bridge, Air Blower and MC Panels.

3.1.5 Water Supply Connections

As per MCJ report, by end of July 2020, 14,570 houses have been registered for the water supply and 12,005 houses have been provided connections. Since MSDP stopped providing connections in August 2020, so MCJ stopped registrations to avoid the community pressure. The data is presented here for record and will be updated as and when there is any change.

Table-2: Number of Water Supply Connection as reported by MSDP/MCJ

Zone #	Total Registered Houses	Total Connections Provided inside Houses	Percent Covered
Zone # 1 (Police Ground)	3,445	3,243	94%
Zone # 2 (Bus Stand)	1,904	1,699	89%
Zone # 3 (TMA)	3,161	2,563	81%
Zone # 4 (Mochi Basti)	1,700	1,422	84%
Zone # 5 (Numaish)	2,369	1,467	62%
Zone # 6 (Circuit House)	1,991	1,611	81%
Total	14,570	12,005	82%

During the reporting period, WGCB program carried out a household survey and found that there were actually lesser number of active connections then as already reported above. The detail is given as under.

Table-3: Results of HH Survey for Number of Water Supply Connections

Union Council	Water Supply Connection (Yes)
Dastagir Colony	1,451
First Family Line	1,046
Jafarabad	138
Lashari Muhalla	1,493
Mochi Basti	1,408
Phool Bagh	1,524
Shah Ghazi Mohalla	1,314
Soomra Muhalla	1,592
Grand Total	9,966

It was observed during the survey the number of connections not in use/active are either buried in ground due to various reasons or the clamps are not connected with the households.

3.1.6 Water Quality Testing

The staff of MCJ deputed in the laboratory at the water filtration plant continued carrying out tests for different water quality parameters under the supervision of Senior Program Manager of WGCB. It is already stated above that the Chief Chemist was disengaged at the end of February 2021. However, the lab testing services continued during the reporting period even after February

2021. As an interim arrangement, an Advisor for lab operations has been selected who has joined MCJ laboratory On 5th July 2021.

Summary of the Lab tests performed during the reporting period and the condition of water quality is given as under;

Table-4: List of Water Samples Collected from Different Locations of the System

Period	Khirthar Canal	Lagoon-1	Lagoon-3	WFP Pre Treatment	WFP Post Treatment	Consumer End	Total
Apr	1	4	4	23	46	-	78
May	2	3	3	20	40	-	68
Jun	2	2	-	26	52	-	82
Total	5	9	7	69	138	-	228

Table-5: Report of Chemical Test Performed During the Reporting Period

Name of Test	No of tests performed	Findings
pH	228	pH Value is higher at source that is 8.6. and at Lagoon pH vary from 8.9 to 9.5, which is very high but after treatment pH comes in the range of 7.4-8.2, which was in the range given by NEQs and found fit for the health.
Turbidity	228	At source turbidity ranges form 376-1000 NTU, and at WFP it is under the range of NEQs standard. Turbidity found during this quarter was near about 2.14, which is good indication of treatment.
TDS	325	At WFP, it is under the range of WHO standard. The value of TDS is slightly higher from treated water to storage tank indicating the addition of dissolved solids present in storage. So storage tank needs to be cleaned.
Bacteria	-	During this quarter no test has been performed due to lack of microbial test kits

3.1.7 Status of Chemicals Required for Treatment and Testing

Alum: 4500 kg alum is available in stock which will be sufficient for approximately 15-30 days for 1.25 to 2.50 MGD water supply depending on the condition of source water

Sodium hypochlorite: Stock of 1500 kg is available which will be sufficient for approximately 15 days for 1.25 to 2.50 MGD water supply. The effectiveness of chlorine is decrease with the passage of time. The stock is about two month old. It is estimated from the results of microbial test that chlorine percentage is decreased from 12% to approximately 6-7%. (confirmatory test is still required).

Testing chemicals: Out of 100 bacteria kits, approximately 50 kits are used. Due to the issue of presence of bacteria. We need to perform bacterial test more frequently so more kits are required.

Table-6: Chemicals and Apparatus Required for Normal Functioning of Lab

S. No	Item	Quantity
1.	Autoclave indicator tape	5
2.	Filter papers 0.45 µ	450 for three months
3.	IUL With Top and Bottom Light Manual Colony Counter	1
4.	Bunsen burner	1
5.	Flocculator (For jar TEST)	1
6.	1000 mL beakers(100 ml, Pyrex Germany)	10

7.	Brown bottles for chlorine test	10
8.	Aluminum foil	1
9.	500 mL beakers (Pyrex Germany)	10
10.	250 mL beakers (Pyrex Germany)	10
11.	Water sampling bottles	25
12.	100 ml beakers (Pyrex Germany)	10
13.	Ethanol	2.5 Liter
14.	H2SO4	1
15.	Test tube brushes	10 (Different sizes)
16.	Hydrazine sulfate	-
17.	Hexamethylenetetramine	-
18.	Standard potassium chloride solution (WTW TEC 300572)	1
19.	Anhydrous KCl	1
20.	Free Chlorine DPD	5 PKT
21.	Laboratory tory gloves	2 pkts
22.	First aid box	1
23.	Eye wash	1
24.	Stirring rods	5
25.	Thermometers	2
26.	Lab monitoring devices	1

3.1.8 Challenges towards Efficient Lab Operations

- 1) The chemical transfer pump installed to transform sodium hypochlorite from the cans to the storage tanks is out of order due to which chlorine dosing system is inoperative. Hence chlorination is being done manually by pouring the required amount of chlorine in the filtered water storage tank. The problem has been communicated to the MCJ for getting the pump repaired.
- 2) Shelf life of Sodium hypochlorite is 30 days, and the purchased stock is three months old. Hence the efficiency of chlorine is continuously lowering and has become less than 12.5 %. According to our observation, it now stands nearly 5 to 6 %.
- 3) Slight increase in TDS and Turbidity from treated water to storage tank indicated that the storage tank need proper cleaning as well as water gallery. Silts in these components are in saturation condition. It is communicated to MCJ.
- 4) Alum and Sodium hypochlorite are hardly sufficient for half month (if quantity of water supply is 1.25 to 2.5 MG). Therefore, requisition for the required chemical has been submitted in the office of CMO (MCJ) for immediate action in the interest of smooth operation of water supply.

3.2 Component 2: Management and Administration

3.2.1 Annual Work Plan for Year-III

During the reporting period, project team worked on budget and activities for the extended period of six months from 16th April – 15th October 2021. The final documents for extended period were submitted to COR/USAID in February 2021 and after back and forth working with COR, the no cost extension was awarded on 7th April, 2021. After detailed meeting with COR/USAID on the draft work plan of year-III (six months), the revised work plan was submitted on 23rd April 2021.

3.2.2 Project Management and Coordination

The project team of WGCBS support activity continued close liaison and coordination with all stakeholders including USAID, MCJ, MSDP, LG Department, DC Office Jacobabad and local communities of Jacobabad city. The liaison and coordination was meant to facilitate and resolve the issues related to uninterrupted power supply, installation of new connections, community complaints' redressal, CLC reporting, handing/taking over of the water supply system, outsourcing of billing system and as a whole for efficient management of the water supply system. Following formal meetings and events were conducted during the reporting period and are reported here. Meeting details have already been shared with COR/USAID through weekly reports, however a summary of meetings and events is given below:

Table-7: Summary of Stakeholder Coordination Meetings

S. #	Description	Date of Meeting
1	Weekly progress review meetings were held by COR/USAID with WGCBS team led by Chief of Party of the program. The meetings discussed the progress made during the respective preceding week and the issues and challenges were discussed for their resolution. The weekly meetings are done online and during the reporting quarter eight such meetings were conducted.	Apr – Jun 2021
2	USAID team visited Jacobabad and held a meeting at DC Office. The meeting was attended by MSDP, and WGCBS teams. Alongside other agenda points, the meeting also discussed the status of on-going work of waste water tertiary drains by MSDP in Jacobabad city, appointment of drivers for solid waste management vehicles of MCJ and handing/taking over of water supply system.	1 st April 2021
3	A meeting with MCJ team including; Mr. Tufail Brohi (AEN), Mr. Imdad Ali Brohi (Water Supply In-charge) and Mr. Sagar Pahuja (Revenue Officer) was conducted at MCJ Office. The meeting was attended by Mr. Iqbal Ahmed from WGCBS. Meeting discussed CLC updates and water supply schedule.	12 th April 2021
4	A meeting with COR/USAID was held to review the submitted year-III work plan. One by one planned activities were discussed. COR gave his suggestions on particular activities. It was agreed that the work plan will be revised in the light of COR's suggestions and will be submitted again on 23 rd April. Later on, the revised work plan was submitted accordingly.	21 st April 2021
5	WGCBS team led by CoP held a meeting with MCJ management attended by the Administrator, Chief Municipal Officer and other officials. The meeting discussed a long list of agenda which included the matters of Status of handing and taking over, Hiring of Staff through IBA Sukkur, Status of Government Grant, Revenue generation/billing, Status of	28 th April 2021

	Outsourcing of billing collection through mobile banking, workshops on Key Performance Indicators –KPIs and Water Safety plan, Business plan, MIS rollout plan and community engagement in on-going sewerage works.	
6	WGCB team held a consultative meeting with different stakeholders of the Jacobabad city to launch the campaign on water supply bill payments. The meeting also meant to aware and sensitize the local community about the status on water supply in different zones of the city. The meeting was attended by representatives of city forum, civil society organizations, local councilors, political parties, lawyers, journalist and Muhalla WASH Committees.	6 th May, 2021
7	A USAID mission comprised of Mr. James Parys – the Deputy Mission Director Sindh & Baluchistan USAID/Pakistan, Mr. Hafeezullah Samo – COR WGCB, Mr. Adeel Ahmed – AOR MSDP and Mr. Haris Zuberi – DOC USAID visited Jacobabad. The mission visited the water supply scheme and held meetings with MCJ, MSDP, WGCB team, Community representatives, and DC Jacobabad.	26 th May 2021
8	WGCB team held a program review and planning meeting “Program stocktaking and planning meeting” at HANDS head office Karachi. The meeting was attended by all program team including social mobilization staff. Meeting reflected upon the progress made so far by the program and its outcome. It also discussed the work plan for the remaining period of the contract till 15 th October 2021.	4 th June 2021
9	A coordination meeting was conducted with Administrator MCJ and discussed the hiring of MCJ staff, new water supply connections, zone-wise status of water supply, start of billing and its collection, and sharing of weekly assessment report of water supply system.	15 th June 2021
10	Administrator MCJ along with Chief Municipal Officer and Revenue Officer visited WGCB office. They were given detailed briefing on MIS Modules and its rollout & implementation plan.	18 th June 2021

3.2.3 Handing/Taking Over of Water Supply System

It is report here that the process for handing/taking over of the water supply system completed and the signing was formally done on 14th April 2021 duly signed by Administrator MCJ and Program Director MSDP. The handing/taking over of water supply included the transmission loop, water distribution system of all six zones, and complete water treatment plant.

Among other observations, the list of leakages and unserved areas were already submitted to MCJ, for which AEE Civil MCJ has updated that 40 complaints of no water supplied areas have been

rectified with the guideline of WGCB advisors and water samples from the locations of leakages have also been collected. The update on rectification of observations is attached as Annex-III.

3.2.4 Business Plan

Development of a business plan is a component under the project for the assistance to the MCJ for having a clear picture of the expenses to operate and maintain the water supply system on sustainable grounds against the revenue generated from the service provision. This task is done by the project team and especially by Financial and Commercial Specialist.

A Coordination meeting was conducted with the Administrator and Chief Municipal Officer, MCJ on June, 18-2021 at Municipal Committee Jacobabad. Ms. Khursheeda Mussarat presented the Business plan to Administrator MCJ. She explained that how the business plan will work for revenue generation and the sustainability of the water supply scheme in Jacobabad City. It was agreed in the meeting that the business plan shall provide details for full population coverage of the city, as currently the plan provides projections against 12,005 connections and not for all households of the city. Accordingly, the revised plan was shared with MCJ.

3.2.5 MCJ Staff Recruitment

MCJ has started the internal process for payment approval required for advertisement. The budget of MCJ has already been approval. As soon as the internal audit clears the payment of cheque, the advertisement will be issued to the newspaper. This is most likely to be done in first week of August 2021. This recruitment is being planned with IBA Sukkur. After advertisement, IBA will receive the application and conduct the written test of shortlisted candidates.

3.2.6 Citizen Liaison Cell (CLC)

The citizen liaison cell is to work as Complaint Management Cell and to be activated through MIS module. The Administrator has already deputed two employees for complaint center and has provided them space to sit. He has also ensured that within few days, a land line number for complaint center will be activated for easy access of the citizens. The landline number is yet to be activated for CLC.

3.2.7 Roll-out and Implementation of Overall Municipal MIS:

On 10-11 June 2021, an orientation and training was arranged for MCJ on all five modules of the MIS. The training orientation was conducted by WGCB team comprised of Ms. Sana (MIS Officer) and Mr. Shahid Panhwar (M&E Specialist), and by MSDP's IT consultant. Earlier, Administrator has already agreed that there is essential need of IT person and has advised CMO & WASH Officer to prepare need of staff required like IT person, staff for Citizen Liaison cell, lab staff and any other staff. The update on each of the five MIS modules is given as under:

- 1) **Billing Management Module:** The equipment and related material has already been handed over to MCJ to operationalize the billing system. The equipment like LEDs have been installed at MCJ and now need to be operationalized. A briefing has also been given to Administrator MCJ on all modules of MIS. MCJ has also confirmed the following:
 - MCJ will start billing from the month of July 2021.
 - The approved amount of water billing is 500 on a final budget.
 - The bills' payment will be collected through bank account of MCJ.
 - MCJ will engage eight staff member for UC wise distribution of bills.

- MCJ has also agreed to purchase domain and hosting space for MIS. WGCB will facilitate MCJ to purchase the domain and hosting.

It was agreed with COR/USAID to reconcile the HH survey data with MCJ data of connections. While reconciling the HH survey data with MCJ connections data, it was found that the MCJ data had flaws hence it has been agreed with MCJ to replace their data of connections with the data coming out from HH data and the same to be used for billing. The final data is to be customized in relation to billing management system and uploaded and subsequently used for the billing purpose.

During the reporting period, bills for the month of June 2021 were printed and the distribution started.

- 2) **Lab Reporting Module:** Lab reporting module is already implemented and is operated by MCJ Lab staff in supervision of WGCB team. Hand-holding of lab staff continues for running the lab reporting module.
- 3) **Module for O&M of the Water Supply System:** This module has been finalized with a few quarries to be addressed by the IT consultant. The WGCB team has started one-time data entry in the software module and is to be handed over to MCJ technical team for its continual operation. The module is fully rolled out, brought into use and hand-holding of the relevant staff continues.
- 4) **Complaint Management System:** This MIS module is ready and to be implemented. Two staff members have been designated by MCJ and their training and hand-holding is to be done.
- 5) **Asset Management Module:** This MIS module is ready and to be implemented. The designated staff has been given orientation and hand-holding is to be done.

Alongside, the MCJ has also been provided related hardware for implementation of the billing software. The hardware included the following.

Table-8: Hardware provided to MCJ for MIS Management

S. #	Description	Quantity
1	Laptop Dell Core i5 (15 inch) 10 th Generation	2
2	LED Samsung (49 inch) RU-7100	2
3	Printer HP Black LaserJet 607n	1

Bill Collection Outsourcing: MCJ has already got permission for outsourcing the bill collection system from LG Department. MCJ is now in position to invite bids for bill collection outsourcing. However, MCJ's SPPRA account is to be refreshed for which MCJ has started process of registration.

3.2.8 Household Survey

WGCB program has launched a household survey on 8th Feb 2021 to map the exact number of households, population (women and men), status on water supply connection and quality. The survey was conducted through closed-end structured questionnaire using an open source survey tool "mWater Surveyor". The social mobilization team was fully engaged in the survey. The survey was completed on 10th March 2021. The summary results of the survey earlier shared in last quarter had some data discrepancies which were later on rectified and data was validated and finalized. The final data results are given as under. The complete report on results of the survey have already been shared with COR/USAID.

Table-9: Summary of Results of Jacobabad HH Survey

Description	Final Results
No. of Surveys	16,662
No. of HHs	26,771
No. of Family Members	165,918
No. of Women	85,078 (51%)
No. of Connections	9,966
From Clamps	8,379
Direct from Line	1,578
From Connection	09

While reviewing the master data of the survey, it is found that not all surveys are reporting one households therefore, the number of households are more than the number of surveys conducted. The same has also been confirmed from the field team. It is also imperative to mention here that the survey was not conducted in Cantonment area of the city.

3.3 Component 3: Documentation and Dissemination

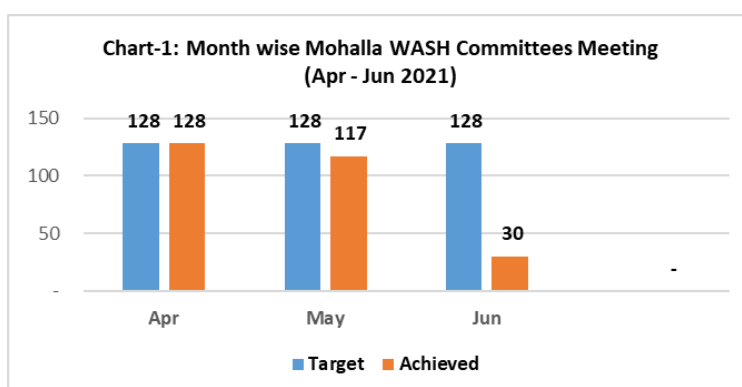
3.3.1 Civic Engagement

Mohalla WASH Committees

The purpose of Mohalla WASH Committees (MWC) is to engage the communities in WGCB project activity and to extend awareness on the thematic areas of the project, particularly focusing on water conservation, safety, and security of water supply system, the practice of handwashing with soap, solid waste management, and safe handling of

drinking water at the household level. This also creates a sense of ownership amongst the end-users, which in turn will help in avoiding vandalism. There are 128 such committees (64 each of female and male), and each committee is to hold a meeting in a month. However, in a program review meeting held on 4th June 2021, it was decided that the social mobilization activities would fully focus on “Pay for Water Services Campaign” for which instead of attending MWCs’ meetings, the social mobilization team will conduct meetings with selected groups of stakeholders.

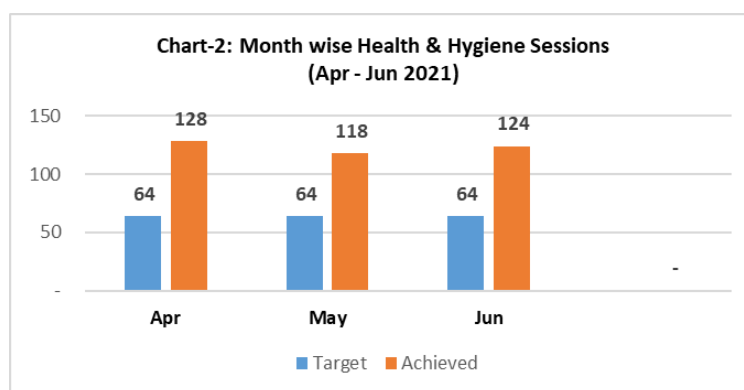
As per the approved work plan, 384 meetings (192 each with female and male) was the target of the reporting quarter and the program has achieved 72 percent of the target. Summary of the meetings is given in chart-1 above.



Health and Hygiene Sessions

The key purpose of Health & Hygiene sessions is to raise awareness among the communities. These sessions are conducted with communities with the help of MWCs. The sessions cover topics including the impact of handwashing with soap, the safe handling of drinking water, and the proper solid waste management on

the health of people as a whole. During the reporting quarter, 370 Health & Hygiene awareness sessions were conducted with the communities against the target of 192 sessions. Considering the given COVID19 pandemic situation and to reach out the unattended individuals of the city, the social mobilization team exceeded the achievement of these sessions. Summary of these sessions is given in Chart-2 above.



Schools WASH Clubs

The meetings with the WASH clubs focus on providing awareness about health & hygiene and on the importance of safe water and solid waste management. It is anticipated that such information is transferred from children to their families. WASH Clubs are established at ten schools, which are to hold a meeting per month. Due to COVID-19 situation, schools remained closed during the reporting period.

Media campaign through Cable TV

During reporting period, a total of 12,920 spots were on-aired on four cable TV channels being broadcasted in the city.

Community Rabta Groups

WGCB social mobilization team has formed UC wise Rabta Groups on WhatsApp which continued its communication and remained active for the reporting period. These groups are meant for effective coordination and dissemination of health and hygiene materials, information regarding meetings, identification of issues and sharing of water Schedules etc. particularly with WASH groups and citizens of Jacobabad city in general. This quarter, water supply staff members were also added in these groups so that proper communication on water supply schedule can be made directly by MCJ.

Pay for Water Services Campaign:

In a program review meeting on 4th June 2021, it was agreed to focus on “pay for water services campaign”. A number of groups of different segments of the society were identified to be reached out to motivate them for payment of water supply bills. In this regard, the social mobilization team conducted 82 stakeholder meetings, in which 43 meetings were conducted with women groups and 39 with men groups. Agenda of the meetings was to sensitize and mobilize citizens on payment of bills for water supply. The significant feedback, comments and suggestions as received from citizens is given as Annex-IV.

During the reporting period, meetings were conducted with following groups of the citizens;

Table-10: List of groups of the Jacobabad City whom meetings were held for water bill payment

Name of Group	Gender
School Teachers	Women and Men
Polio Workers	Women and Men
Religious Leaders	Men
LHWs	Women and Men
Government Offices: Election Commission of Pakistan	Men
Political Parties	Men
Government Offices: Pakistan Bureau of Statistics	Men
Government Offices: Forest Department	Men
Schools Teachers	Women and Men
Political Parties	Men
Local NGOs of City	Men

Seminar on Pay for Water Services

MCJ organized a seminar on “Pay for Water Services” in collaboration with USAID’s Water Governance and Capacity Building Support Jacobabad at Mehran Hall District Council Jacobabad. The seminar was attended by more than 180 persons which included representatives of Government Officials, Municipal Committee, Education, Health, Social Welfare, and Civil Society Organizations. Students delivered speeches and Tableaus on the topic of Pay for water services and awards were distributed among the winners. The Administrator Municipal Committee Jacobabad presented the welcome address to all the participants in which he briefly described the untiring efforts, role and responsibilities, and achievement of the Municipal Committee Jacobabad for the successful implementation of the mega water scheme of Jacobabad City. Mr. Tufail Ahmed Brohi Assistant Engineer Municipal Committee Jacobabad made a detailed presentation on Water Supply operations. Mr. Illahi Bus Odho: Deputy Director Social Welfare, Ms. Yasmeen Daudpoto: Head Teacher KG School, Mr. Brotin B Niyotin (Tonny) Social Activities also spoke on the occasion and asked community to pay for the water services. In the end, a vote of thanks was presented by Mr. Sagar Pahuja Revenue and WASH officer Municipal Committee Jacobabad.

3.4 Technical Assistance

3.4.1 TA to LGD to Establish Public Private Partnership- PPP Node

This assignment was being done by Advocate Javed A. Qazi. Milestone wise status on the assignment is given below. The assignment was concluded in June 2021.

Milestone and Task	Status
MS-01 1) Undertake a rapid stakeholder and landscape analysis by conducting interviews, meetings.	1) Achieved. Landscape and Stakeholder Analysis report submitted.

2) Prepare all necessary paperwork for the Local Government Department to: <ul style="list-style-type: none"> - Establish a PPP Node - Prepare a summary with all relevant background information for outsourcing the water system 	2) Achieved. Summary prepared and successfully processed.
MS-02 Pursuing the approval of PPP Node and issuance of Notification by the government.	Achieved. Established of PPP Node at LG Department notified.
MS-03: Prepare all documents needed to outsource Jacobabad water supply system in consultation with Municipal Committee Jacobabad and LGDD.	Achieved. The final document has been received from the consultant and shared with LG Department.
MS-04: Assist LG Department in evaluation of bids and finalization of contract.	Not achieved

3.4.2 Mobilization for WASH Caucus

Advocate Ms. Sadaf Gul has been awarded the contract as an individual consultant for mobilization of WASH Caucus. Due to continuous COVID-19 pandemic situation since last year, the progress of this assignment has significantly been delayed. The original contract of the assignment expired on 28th February 2021 and was extended. The status on consultancy deliverables is given as under. The assignment continues and will be concluded in September 2021.

Milestone and Task	Status
MS 01 To develop Work Plan	Achieved
MS 02 Joint meeting with Parliamentarians to get consent for WASH Caucus, Development of TORs for engaging legislators to establish and mobilize WASH Caucus under water governance and capacity building	Achieved
MS 03 Lobbying for the establishment of WASH caucus in Provincial Assembly of Sindh	Achieved

MS 04 Notify the WASH caucus through the Speaker of Sindh Assembly	Achieved. Hon'ble Speaker of Sindh Assembly made his consent on the point of order dated 26 th Feb 2021 and the Caucus was notified on 28 th May 2021.
MS 05 Quarterly meetings with Parliamentarians	In-progress
MS 06 Prepare Bill (Municipal Water Act)	Not achieved so far.

3.4.3 Feasibility Study and Proposal Development to provide Alternate Energy Solution

Dr. Zeeshan Ahmed, Professor of Dawood Engineering University was awarded contract to carry out the assignment. Both the deliverables of PC-I and PC-II were completed and has already been processed with P&D Department through MCJ and LG Department. The assignment has been completed and concluded.

The status on consultancy deliverables is given as under:

Milestone and Task	Status
MS 01 Submission and approval of the Work Plan	Achieved
MS 02 Development and Submission of the draft Feasibility Study	Achieved
MS 03 Dissemination/discussion of the draft feasibility study (PC-II) with: (1) Municipal Committee Jacobabad (2) Local Government Department (3) Planning and Development Department (4) Finance Department	Achieved
MS 04 Submission and approval of the detailed Cost Estimates for the PC-1 along with the quotations, rate analysis, brochures of the quoted items, land requirements with site plans.	Achieved
MS 05 Submission of final PC-I document on government prescribed form with a detailed design of the proposal, cost estimates, quotations, rate analysis, layout plans, and construction & operational guidelines.	Achieved

3.4.4 Technical Assistance to Municipal Committee Jacobabad

In absence of some key technical staff at municipal committee Jacobabad, it was planned to extend technical assistance to MCJ for smooth O&M of the water supply system. This support was planned with the aim that MCJ will expedite their recruitment process for the similar positions.

After completing the necessary process, four advisors have been engaged with MCJ. These included; a Lead Technical Advisor (male) and Assistant Technical Advisor (female) in Electrical and Mechanical. These both advisors joined their duties on 12th October 2020 and continue performing their duties at MCJ. Two other advisors namely; Mr. Asoodomal (Water Supply Expert) and Mr. Fayaz Salih (Lab Chemist) were also brought on board with MCJ respectively on 21st June and 5th July 2021.

3.4.5 Water Safety Plan for MCJ

The contract of developing the water safety plan was awarded to USPCAS-W on 2nd Dec 2020. Milestone wise status of the assignment is given as under. The plan has already been developed and shared with MCJ. A validation workshop on the plan also held on 14th July at Jacobabad Municipality. The assignment has been completed and will be concluded by 30th July 2021.

Milestone	Task	Status
MS1	Submission and approval of the work plan and technical approach (Inception Report*)	Achieved.
MS2	Completion of Field Work and Development and Submission of the draft report of the Water Safety Plan	Achieved.
MS3	Submission of the final document of the Water Safety Plan.	Achieved.
MS4	The final document approved and endorsed by Municipal Committee Jacobabad	In-progress

4. REPORTING

During the reporting period, the team continued with data collection on activities under different components of the WGCB project, analyzed the data and submitted following reports to USAID.

- 1) **Weekly Activity Reports:** Every week on Monday, with a few exceptions, the weekly report was submitted. Along with other progress reporting on WGCB activities, this report included the update on water pumping, supply and lab testing reports. During the reporting quarter, thirteen weekly reports (weekly report # 100 to 112) were submitted.
- 2) **Quarterly Progress Report:** 8th Quarterly progress report for the period Jan – Mar 2021 was submitted on 30th April, 2021.
- 3) **Quarterly Financial Report:** 8th Quarterly financial report for the period Jan – Mar 2021 was submitted on 30th April, 2021. The financial report is part of quarterly progress report and not submitted separately.

- 4) **Pak Info (USAID/Pakistan Management Information System):** Quarterly data on two STIR indicators was submitted in Pakinfo online portal, as per the then data call.
- 5) **Annual Report:** Annual Summary Report for the period 16th April 2020 to 15th April 2021 was prepared and submitted on 21st June 2021.
- 6) **Short-term Consultant Reports:** Short-term consultant report for Knowledge Management and Pandemic Response Plan was submitted respectively on 29th May and 29th May 2021.
- 7) **Jacobabad Household Survey:** An initial report on results of Jacobabad Household Survey conducted in Feb-Mar 2021 was submitted on 28th April, 2021. Later on, the revised report, after validation of the data and addressing the data discrepancies, was submitted on 20th May, 2021.

5. IMPLEMENTATION CHALLENGES

Implementation Challenge	Summary of issue and its impact on interventions	Actions taken during reporting period	Current Status	Actions planned	Responsible Party
New Challenge during the Quarter					
N/A	N/A	N/A	N/A	N/A	N/A
Ongoing Challenge from Previous Quarters					
Lack of Technical Staff at MCJ (02/2020-1)	Positions of key technical staff, i.e., Assistant Engineers (E&M), Sub-Engineers (E&M), Electricians, and Chlorine Operator are not hired so far. Lack of staff is hindering the technical assistance and capacity building program of WGCB support activity, which ultimately affect the sustainable O&M of the system.	MCJ has started the internal process for payment approval required for advertisement. The budget of MCJ has already been approval. As soon as the internal audit clears the payment of cheque, the advertisement will be issued to the newspaper. This is most likely to be done in first week of August 2021.	The issue is raised in all the meetings with Administrator MCJ, and Secretary Local Government. As an interim arrangement WGCB activity is providing advisory support to MCJ with the aim that in the meantime MCJ will complete its recruitment process.	Follow-up and facilitation to MCJ will continue	Senior Program Manager
COVID-19 pandemic situation (02/2020-2)	The COVID-19 pandemic situation hindered the social mobilization activities in the city and delayed some events like WASH Conference and some other consultants' assignments, especially the Water Caucus notification etc.	Since the pandemic situation improved during the quarter, hence the implementation of delayed activities was expedited.	Social mobilization activities continued by following the SoPs, while some delayed deliverables have been achieved like Urban WASH	Actions taken at its best to expedite the delivery of delayed activities.	CoP

			Conference, notification of WASH Caucus and notification of PPP-Node establishment, and certificate training courses of MCJ staff with NED and Mehran UET.		
Electric Power Breakdown (02/2020-3)	Inconsistent and unreliable supply of electricity including breakdown and fluctuation keep disturbing the water supply from the system.	The matter has repeatedly been discussed with DC Jacobabad, MCJ and SEPCO authorities to resolve the matter. Moreover, a feasibility (PC-II) and project proposal (PC-I) on provision of solar energy system to run the water supply system has been developed and submitted to federal government after due clearance from PDWP. The project is being considered under Prime Minister's Clean and Green Pakistan initiative.	A number of operations have been held against illegal connections. Electricity issues is resolved temporarily but soon after the illegal connections are restored and the power supply to water supply system remains disturbed.	Follow-up and facilitation to MCJ and DC Jacobabad will continue	CoP
Generators are Non-functional (04/2021-4)	Generators are available at pumping stations and Filter Plant but are not operated during power break down due to unavailability of fuel. The fuel supply for the generators will improve the water supply to the zones.	Plan has been discussed and shared with MCJ to meet the water supply demand of the city by running the power generators during electricity breakdown. Follow-up continued.	Release of monthly grant of Rs. 15 million is resumed which will enable MCJ to arrange fuel for the generators and enhance the water supply during electric power breakdown. So far, generators are not used.	Follow-up and facilitation to MCJ will continue	Senior Program Manager
Resolved Challenges that were Reported Previously					
Maintenance of the E&M Assets (02/2020-5)	Due to unavailability of technical staff and ownership of the machinery, the electrical and mechanical machinery and equipment of the water supply system is not properly maintained	Follow-up, facilitation and coordination with MCJ, MSDP and LGD continued.	Handing/taking over of the water supply system has been completed and the ownership of O&M of the system is	-	-

	which, in future, can result in their damage.		completely shifted to MCJ.		
Lack of Coordination among LGD and MCJ (07/2020-6)	It was realized that some key matters like release of approved grant from LGD to MCJ, permission for recruitment of MCJ technical staff from LGD, permission of LGD for outsourcing the billing system, and other related matters were not being resolved due to weak coordination among the two organizations.	-	LGD was convinced to set-up as committee i.e. "Technical Working Group" (notified) which shall review the progress on smooth O&M of the water supply system and related matters. The key issues and challenges were discussed in the committee. As a result, release of monthly grant to MCJ has been resumed, handing/taking over process has been completed, and solar energy proposal for MCJ's water supply system has been processed for approval.	Follow-up continues	CoP
Illegal Occupation of Billboards (10/2020-7)	A local influential contractor had occupied all six billboards installed at different locations of the Jacobabad city which had put on hold the display of WASH related messages on billboards.	WGCB team repeatedly approached to the contractor, the MCJ and the other local notables for removal of the panaflex posters from the billboards.	The WGCB team succeeded to vacate all six billboards from illegal posters and the skins of WASH messages have been pasted on the billboards.	-	-

6. PLANNED INTERVENTIONS FOR NEXT QUARTER

AWP Ref. No.	Description	Plan
1.1	On-the-job Trainings to MCJ O&M Staff	Continues from previous quarter.
1.2	Technical Assistance to MCJ for O&M of Water Supply System	Continues from previous quarter.
1.2	Water Quality Assessment – Baseline (TA to MCJ)	Assignment to be completed by 30 th Sept 2021

1.3	Develop Complaint Management Software for Local Government Department Sindh (TA to LGD Sindh)	Assignment to be completed by 30 th Sept 2021
2.2.1	Quarterly Coordination Meetings with all Stakeholders	End of Aug 2021
3.1.1	Meetings with selected groups of the city as part of the “Pay for Water Services Campaign”.	From Jul to Sept 2021
3.1.2	Meetings with School WASH Clubs	Will be conducted, if schools are opened.
3.1.3	Health & Hygiene Awareness Sessions with Community	Continue from previous quarters
3.2.2	Advertisement in Regional Newspaper	One each in Jul, Aug, Sept 2021
3.2.3	Mass media Message relay through local cable network in Jacobabad	Continues from previous quarters.
3.2.4	Celebration of WASH events	One each in Jul, Aug, Sept 2021
3.2.5	Street Theaters	Three but will be conducted, if schools are opened.
4.3	Municipal Management Information System	Roll-out, implementation, and hand-holding of MCJ staff
4.5	Mobilization of Wash Caucus	A meeting of Caucus
4.6	National Certification Course for MCJ Staff	Will be conducted for the new MCJ professional staff – if recruitment completed.
5.1	Citizen/Customer Satisfaction Scorecard Survey	Assignment to be completed by 30 th Sept 2021
5.2.1	Weekly Activity Reports	Submission continues on every Monday
5.2.2	Quarterly Progress Report	15 th Oct 2021
5.2.3	Quarterly Financial Report	15 th Oct 2021
5.2.5	Pak Info (USAID/Pakistan Management Information System)	As per data call and intimation of COR
5.3	Close-out Plan	15 th Jul 2021

7. FINANCIAL REPORT

QUARTERLY FINANCIAL REPORT (From April 01, 2021 To June 30, 2021)						
Cost Category	Total funds awarded to date	Total funds previously reported	Total funds expended in the current quarter	Total expended up to June 30 2021	Total unliquidated obligations	Projected expenditures for next quarter
	A	B	C	D = B + C	E = A - D	F
	Amount in USD					
Personnel Cost	443,491	344,032	48,843	392,875.00	50,616	48,843
Fringe Benefits	45,360	33,716	5,323	39,039.00	6,321	5,323
Travel	173,880	86,855	13,571	100,426.00	73,454	13,571
Equipment	11,088	7,433	1,181	8,614.00	2,474	1,181
Contractual	678,429	534,829	590	535,419.00	143,010	590
Other Direct Cost	482,430	224,617	66,230	290,847.00	191,583	66,230
Total Direct Cost	1,834,678	1,231,482	135,738	1,367,220.00	467,458	135,738
Indirect Cost	218,748	130,418	15,926	146,344.22	72,404	15,926
Total	2,053,426	1,361,900	151,664	1,513,564.00	539,862	151,664

8. PHOTOGRAPHS



Health & Hygiene Session with a Women and Men Group in Jacobabad City



Stakeholders Meetings on the campaign “Pay for Water Services”



MCJ Staff Orientation on MIS

Briefing to Administrator MCJ on MIS Roll-out



Coordination Meetings with Administrator and CMO MCJ



DMD USAID Mr. James Parys during meeting with community representatives and visit of water treatment plant

9. ANNEXURES

- 1) Annex-I: Daily Pumping Report from LLPS, HLPS, and WFP (Apr-Jun 2021)
- 2) Annex-II: Daily Water Supply Report from six OHRs (Apr-Jun 2021)
- 3) Annex-III: Status on handing-taking over observations
- 4) Annex-IV: Feedback Suggestions, as received from citizens on Water Bills Payment

Annex-I**Daily Pumping Report from LLPS, HLPS, and WFP (Apr-Jun 2021) in MG**

Week/Dates	Khirthar Canal level (Feet)	Low lift pump station	New High lift pumping station	Old High lift pumping station	WFP old pumps	WFP New pumps
27 Mar-02 Apr	5.0	4.4	7.2	0	0	7.0
03-09 April	0.0	0.0	5.0	0	0	4.9
10-16 April	0.0	0.0	5.1	0	0	5.0
17-23 April	0.0	0.0	4.5	0	0	4.3
24-30 April	0.0	0.0	5.0	0	0	5.1
01-07 May	0.0	0.0	1.6	0	0	1.6
08-14 May	0.0	0.0	0.0	2.97	0	2.95
15-21 May	5.0	2.2	0.0	1.833	0	1.78
22-28 May	5.0	6.5	0.0	3.9	0	3.88
29 May -04 June	5.0	9.8	0.0	4.185	0	4.11
05-11 June	5.0	8.7	0.0	3.989	0	3.91
12-18 June	5.0	7.4	0.0	4.774	0	4.71
19-25 June	5.0	9.5	7.1	0	0	7.01
26 June- 02 July	6.5	0.0	6.9	0	0	6.84
Total		48.5	42.4	21.651	0	63.09

Annex-II**Daily Water Supply Report from 6 OHRs (Jan-Mar 2021) in MG/Week**

Week/Dates	OHR1 (Demand 4.77 MGW)	OHR2 (Demand 2.5 MGW)	OHR 03 (Demand 3.78 MGW)	OHR04 (Demand 2.1 MGW)	OHR5 (Demand 2.17 MGW)	OHR6 (Demand 2.38 MGW)
27 Mar-02 Apr	1.3	1.4	2.0	0.9	0.7	0.7
03-09 April	1.1	0.6	1.5	0.7	0.6	0.5
10-16 April	1.6	1.3	1.4	0.0	0.0	0.8
17-23 April	1.0	1.5	0.6	0.4	0.3	0.6
24-30 April	0.7	0.8	2.3	0.6	0.3	0.5
01-07 May	0.1	0.1	0.8	0.2	0.2	0.1
08-14 May	0.8	0.5	0.7	0.6	0.2	0.1
15-21 May	0.2	0.3	0.7	0.3	0.0	0.2
22-28 May	0.5	0.2	1.5	0.4	0.0	1.2
29 May -04 June	0.9	0.6	1.3	0.5	0.2	0.6
05-11 June	0.7	0.9	1.3	0.8	0.0	0.3
12-18 June	0.6	1.2	1.5	0.7	0.0	0.7
19-25 June	2.3	1.3	1.8	0.5	0.3	0.8
26 June- 02 July	1.8	1.0	1.6	1.2	0.4	0.8
Total	13.6	11.7	19	7.8	3.2	7.9

STATUS ON HANDING-TAKING OVER OBSERVATIONS

MSDP

Municipal Services Delivery Program



USAID
FROM THE AMERICAN PEOPLE

**PART-A: -STATUS OF OBSERVATIONS DURING JOINT INSPECTION / VISIT BY MEMBERS
OF DC OFFICE - MSDP-MCJ & WGCB**

Done

Tender/consultant

pending

S. No.	Name of Component	Observation	QTY	Current Status	Remarks	Responsibilities & Time line. From the date of Handing over./Status
I	High Lift Pumping Station (Visited on dated 20-10-2020)	1) KSB New 03 Motor/Pump get problem	04 No	Rectified. 3-No. Motor Pump Need to be re-checked.	Rectified, however It was further requested by MCJ for foundation and strengthening, installation of over-control rely (OCR) and contractor was agreed by MSDP but these actions need procured procedure which will take 45 to 60 days. By Compliance of SPPRA Process. But it is to mention that this work will not affect the daily operation of WS and will not be obstacle for handing/taking over.	MSDP (01 motor out of six to be re-checked/ rectified) (30 days)./Done and verified by MCJ
		2) 700 KVA Generator Alternator side issue	01 No	AVR Issue	AVR Ready to install.	MSDP (30 Days) Done & verified by MCJ
		3) Installation of Chain Block system for motor/pump shifting		The system was not included in original design.	MSDP will install it.	MSDP 180 Days/By Tender Process

II	Water Filtration Plant (Visited on dated 23-11-2020)	4) KSB New 01 Motor/Pump get problem	01 No	01 motor/pump repairing work is in progress.	Rectification Work is in progress.	MSDP (30 days). Installed and verified by MCI
		5) 04 nos New Rapid Sand Filter Beds found some leakage from bottom side	04 Nos	The survey started to check the possible solution with concerned of design consultant.	Rectification Work is in progress	MSDP (3 to 4 Months) Consultant problem
		6) Minor seepages found at New Clarifloculator Tank	01 No	The chemical and other Engg. Practice are being used to stopped the leakages with concerned of design engg. as per contract	Rectification Work is in progress	MSDP (3 to 4 Months) Consultant problem
		7) 01 Chlorine tank filling pump need to be changed	01 No	Purchased & Available at site for installation.	Rectification work is in progress	MSDP (30 days) By tender process
		8) 01 Flow Meter not working	01 No	Repairing work in progress and delivered at other city, not available in Pakistani market.	When Installed it was operational, But it is to mention that this work will not affect the daily operation of WS and will not be obstacle for handing/taking over.	MSDP (180 days) By tender process
		9) Mechanical Flow meter not working		Repairing work in progress and delivered at other city, not	When Installed it was operational, but it is to mention that this work will not affect the daily operation of WS and will not be	MSDP (180 days) By tender process
III	Force Ground, Zone-01 (Visited on dated 01-12-2020)					

				available in Pakistani market.	obstacle for handing/taking over.	
		10) Resetting of Electric connection for electric meter			Meter Installation required.	MSDP (Meter to be installed through SEPCO Supervision) (30 days) Done & verified by MCJ
IV	Bus Stand, Zone-02 (Visited on dated 29-10-2020)	11) Street P-31-A, Q-36, Q-37 (Low pressure issue)		Street P-31-A & Q-36 were rectified.	Q-37 Need to be rechecked.	MSDP (01 Street to be re-Checked) (15-Days)
		12) Resetting of Electric connection for electric meter			Meter installation required.	MSDP (Meter to be installed through SEPCO Supervision) (30 days)/Done & verified by MCJ
V	TMA, Zone-03 (Visited on dated 21-11-2020)	13) Street no. P-15-F, P-15-G, P-15-H, P-15-E, P-15-C, Q-15, P-15-B, Q-14, P-15-A, P-34-D, P-35-F, P-35-E (12 streets water issue)	12 Nos	Rectified (Under Testing)	Rectified & Undertesting	MSDP (Undertesting) (60-Days)/
VI	MOCHI BASTI, Zone-04 (Visited on dated 21-11-2020)	14) Mochi Basti Area is not connected, need to be connection (internal pipeline laid) with Mochi Basti Overhead		Mochi Basti Area has Connected, Testing is in Progress.	Rectified & Undertesting	MSDP (Undertesting) (30-Days)/Done and verified by MCJ
		15) Mechanical Flow meter not working		Repairing work in progress and delivered at other city, not available in Pakistani market.	When Installed it was operational, but it is to mention that this work will not affect the daily operation of WS and will not be obstacle for handing/taking over.	MSDP (180 days) By tender process

VII	NUMAISH GROUND, Zone-05 (Visited on dated 04-03-2021)	16) Mechanical Flow meter not working		To be Rectified	To be Rectified	MSDP (180 days) By tender process
VIII	CIRCUIT HOUSE, Zone-06 (Visited on dated 14-12-2020)	17) Resetting of Electric connection for electric meter.		To be Rectified	To be Rectified	MSDP (Meter to be installed through SEPCO Supervision) (30 days) Done & verified by MCJ
		18) Mechanical Flow meters not working.		Repairing work in progress and delivered at other city, not available in Pakistani market.	When Installed it was operational, but it is to mention that this work will not affect the daily operation of WS and will not be obstacle for handing/taking over.	MSDP (180 days) By tender process

PART-B:- ADDITIONAL IDENTIFIED ITEMS AFTER JOINT VISIT DONE BY MSDP-MCJ.

Sr.No.	Name of Components	Observations	Current Status	Responsibilities & time line. From the date of handing taking over
I	NUMAISH GROUND, Zone-05 (Visited on dated (04-03-2021)	19) Flow Meter Reading	Need to be re-checked during filling. Current meter reading was 54.	MSDP (180 Days) Done & verified by MCJ
		20) Seepage from the joint of outlet pipes.	To be rectified	MSDP (30 Days) Done & verified by MCJ
		21) 14" dia valve (outlet Pipe).	Leakage was found in outlet pipe.	MSDP (120 Days) Done & verified by MCJ
		22) Street No. Q-33, P-35, P-35-E, P35-D, P35-I, P35-C, P35-B, P35-N, P35-J, & P35-K) @ Channa Mohalla & Jeal Shah Mohalla	Water is not coming in the main street.	MSDP (60 Days) Work in progress
		23) Street No. Q-31 & Q-32	Low pressure issue.	MSDP (30 Days) Done & to be checked by MCJ
		24) Street No. Q-26	End Capping.	MSDP (15 Days) Done & verified by MCJ

		25) Kareemabad.	02 Nos. Leakages were found including 8" dia pipe.	MSDP (15 Days) Done need to check
		26) Railway Cross pipe line near Rind Wahi, district jail affected.	NOC required from Pakistan railway through MCJ.	MSDP (180 days) Subject to in-time NOC.
		27) New 8" dia pipe connected to MS pipe near Jamali Railway cross.	NOC required from Pakistan railway through MCJ	MSDP (180 days) Subject to in-time NOC
II	CIRCUIT HOUSE, Zone-06 (Visited on dated 14-12-2020)	28) Street No. P26-I.	Low Pressure	MSDP 30 DAYS work in progress
		29) Street No. P26-E, P26-A.	Water is not coming	MSDP 60 DAYS work in progress
		30) phool Bagh street.	01 Nos. Leakage found.	MSDP 30 DAYS Done & verified by MCJ
		31) Street No. R-13.	Loop is not connected.	MSDP 60 DAYS work in progress
		32) Pirzada Street & Chachar Street.	leakage was found	MSDP 30 DAYS Done & verified by MCJ
		33) Lashari Street. Near Muhammad Ayub Karyana Shop.	Water is not coming.	MSDP 60 DAYS work in progress
		34), Ghaloo Street Near naseebullah Karyana shop).	01 No. leakage was found	MSDP 30 DAYS Done & verified by MCJ
		35) Phool Bagh Near, Noor Hassan karyana shop.	Leakage was found	MSDP 30 DAYS Done & verified by MCJ
		36) Lakhmer Plot @ Abdul Majeed karyana store.	Leakage was found	MSDP 30 DAYS Done & verified by MCJ
		37) Gulshan-e-Mustafa Mosque street.	Low Pressure issue	MSDP 30 DAYS Work in progress
		38) Qadri Mosque, Street.	No Supply Found.	MSDP 60 DAYS Work in progress
		39) Near Badani Shah area	Low Pressure issue in 07 different streets.	MSDP 30 DAYS Work in progress

		40) Rind Karyana Street.	No Supply Found.	MSDP 60 DAYS Work in progress
		41) Mekar Street.	No Supply Found.	MSDP 60 DAYS Work in progress
		42) @ Main Air Port Road.	leakage was found	MSDP 30 DAYS Done & verified by MCJ
		43) Bismillah Bagh Area.	Requires final Testing/verification.	MSDP 30 DAYS Done but testing required
		44) 16" dia valve leakage.	Will be rectified.	MSDP (30 Days) work in progress
		45) 01 No. Leakage in 16" dia pipe (Beside)	Will be rectified.	MSDP (60 Days) Done & verified by MCJ
III	Force Ground Zone-01	46) Issue of no supply of water found in Atmaa ram & gordan das street.	To be rectified.	MSDP 60 DAYS work in progress
		47) 01 more leakage found form bottom of the OHR tank.	Will be rectified.	MSDP 30 DAYS minor leakage still
IV	Bus Stand	48) 01 more leakage found form bottom of the OHR tank.	Will be rectified	MSDP 30 DAYS Done & verified by MCJ
V	Mochi Basti	49) Demand of MCJ to cross the water supply pipe form railway line.	NOC required from Pakistan railway through MCJ	MSDP (180 days) Subject to in-time NOC

96 Missing streets	Work will be executed by MSDP.	180 days By tender process
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Feedback Suggestions, as received from citizens on Water Bills Payment

Significant feedback, comments and suggestions as received from citizens during the stakeholder meetings are produced here for consideration of Municipal Committee Jacobabad.

19 – 26 June, 2021

- 1) **Teacher:** She said we are not receiving clean and sweet water at Haroon Soomro Muhalla, the complaint is lodged many times but still, issues are not resolved, the contaminated water is supplied in our area. She said we are ready to pay for the water service but after quality and continuous supply of water.
- 2) **LHW:** She said at Sheedi Mullah water supply connections are remaining, for the new connection MCJ is charging more than 5000 including registration fee, labor, and materials cost. It's a bit difficult to pay for the poor people.
- 3) **LHW:** She said MCJ needs to share the water supply schedule with consumers because there are no proper timings of water supply, sometimes we are at duty or market though we are not aware of the supply timing.
- 4) **LHW:** She said two connections from one clamp is the main cause of problem because of suction of motor of one household is getting water and the other is waiting for supply. Therefore, the single connection is the solution for the consumers.
- 5) **Head Teacher:** He said we are willing to give the potable water bill payment but we are receiving water once a week that is contaminated water, therefore MCJ needs to improve the quality and service of the water.
- 6) **Head Teacher:** She said water pressure is very slow, water supply timing is very short it does not fulfill the need of the consumers.
- 7) **Female:** She suggested that the water bill must be 300 and that will be paid through Banks like Gas and Electricity bills payments to ensure the transparency and accountability of the payments.
- 8) **Teacher:** She said MCJ should start water supply when electricity is available in a particular zone because without motors we do not receive water.
- 9) **Social Worker:** She said we are very happy that the Mega scheme is launched at Jacobabad city with the support of USAID, She added that we will convey MCJ message pay for water on the SRSO forum to aware the masses regarding bill payments.
- 10) **Pesh Imam:** He said we are requesting MCJ to provide connections in Masques because the groundwater is saline. People will use sweet water for Wuzoo and pray for MCJ.
- 11) **Head Teacher:** He said the remaining connection must be given on a property basis to the people that will increase the revenue of MCJ.
- 12) **Clerk:** He said there is water leakage in pipelines he said we have identified leakages at the family line near Victor school and other areas there should be a prompt response mechanism because it is a wastage of sweet water.

- 13) Teacher:** She said we are not receiving water at Wagma Street, we have informed MCJ but the still issue has remained the same.
- 14) Teacher:** He said MCJ has no capacity, we must go for outsourcing to run the mega scheme of Jacobabad City.
- 15) Teacher:** She said there must be some legal proceedings if anyone breaks connections and found illegality.
- 16) Religious leader:** He said sweet water is the blessing of Allah, we are mobilizing the communities to pay for water from the mosque during the (Juma Khatbas) but supply should be improved and people will pay for water when the continuous water supply will be given to them.

18 – 25 Jun, 2021

- 1) If MCJ provides regular water supply service, we are ready to pay for water service.
- 2) If you will provide clean and potable water daily, we will pay for water supply because we are consuming contaminated water provided by water vendors.
- 3) MCJ needs to share a water supply schedule with the community. Contaminated water is supplied at Sheikh Abdul Nabi Road. We are facing low water pressure issues. If MCJ will provide regular and potable water we are ready to pay for water service.
- 4) It is a great opportunity for us but irregular supply without any schedule is a challenge, if MCJ share fixed timing for water supply regularly all the people will pay for water bills.
- 5) In phoolbagh areas, there are some leakages, which we have reported but still not resolved. MCJ needs to improve the quality and service all the people will pay because Jacobabad is suffering from clean and potable water for ages.
- 6) It is requested to MCJ that they need to build ownership of water scheme and remove the technical barrier in water supply, we are ready for bill payments if regular water is supplied.
- 7) Still, we have not received the sweet water. work in progress, if MCJ has provided a regular water supply we will pay for water services. (Jat Mohalla)
- 8) We are not receiving water because of suction pumps and there is not any schedule for water supply MCJ must share the schedule for water supply.
- 9) We are receiving sweet water once a week, if MCJ improve the water supply. I am ready for bill payment.
- 10) Contaminated water is supplied at Sheikh Abdul Nabi Road and she requested to MCJ look into the low-pressure issues, leakage in pipelines,, and regular supply of potable water, we are ready to bill payment.
- 11) We are facing a contamination issue at the family line and the water supply duration must be increased by more than 3 hours because the water will be reached at end users. There are slow pressure issues. If MCJ resolves the said issues, I will pay the water payment.
- 12) We will inform the people on Juma Khatba for bill payment for water supply, he further said we need connection for the mosque, if MCJ will provide us the connection, we will pay for water services.

